

**Q1 Quarterly Activity Report April - June 2018**



# Highlights of Q1

## Press and Media



We held 3 BCFM Radio Shows, 2 BBC Radio Bristol interviews and BBC Points West around Prostate Cancer and Parking Charges in Hospitals.

## Healthier Together

We supported the first conference of the local Sustainable Transformation Partnership (STP) Healthier Together for Bristol, South Glos and North Somerset

## Our reports published this quarter



'Prostate Cancer Update (above)

'Child & Adolescent Mental Health (right)



## Q1 Outcomes Highlight

We supported The Friends of Caswell Thompson's second Annual Prostate Cancer Awareness event. This was held in Easton and over 150 people came, including BBC Points West where Errol Campbell, Mr Jon Aning Consultant Urologist and Healthwatch Bristol were interviewed to talk about raising awareness, particularly in the BAME community.

**“We were shortlisted for two Healthwatch England awards #NHS70 and #itstartswithyou for the community work we have engaged with and promoted.”**

# How we have helped the public in Q1

referrals followed by self-referral and then Healthwatch Bristol and Bristol Hubs.

# 124



In Q1 our Healthwatch staff have helped 124 with feedback questionnaires both on emotional wellbeing and 59 general feedback.

**19** Independent Health Complaints  
Advocacy supported individuals during Q1, of which 7 were new referrals.

## ‘Other Sources’

Including voluntary organisations/friends and family was the highest source of new

The highest number of complaints (for new referrals) in Q1 were:

- Lack of reasonable adjustments
- Social Care plans being withdrawn
- Early discharge/social care provision

**“ Thank you Healthwatch Bristol for listening to me, everyone deserves to be listened to by their healthcare provider.” Trans Patient**

# 65

Healthwatch had 65 emotional wellbeing questionnaires for Bristol this quarter.

Follow up actions taken from our engagement work included:

- Working with BAME women on screening for cancer
- Working with CAMHS commissioners
- GP Surveys patient satisfaction
- Prevention and Self Care

# How we have helped the public in Q1

## Case study | Complaints Advocacy Bristol

“We submitted an initial complaint, which, following investigation, was partially upheld. By request from the client, I met with them a second time, to discuss what they would like to do. At this meeting, client said they would have a friend translate and didn’t want an interpreter, and I helped them understand the initial complaint response and write a letter appealing the outcomes they were unhappy with. An appeal letter was submitted to the Complaints and Feedback Team at Bristol City Council on the same day and client reported being happy with the support I was giving him. During the course of this case the client gained a better understanding of the complaints process and was more informed about alternative ways they could get Adult Services to deal with their issues. The complaint has just been appealed following a stage one investigation and client is awaiting allocation to a complaint manager “

# How we have helped the public in Q1

## Case studies |

We referred Mr K to SEAP Advocacy as he has coeliac disease. He is concerned that he is now unable to get his gluten free food on prescription. Healthwatch have taken this up with the local clinical commissioning group and have referred Mr K to SEAP Health Complaints.”

### SEAP Advocacy Referral

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“”As a young person, it is really annoying when I’m at the doctor or hospital with my Mum, and they speak to her instead of me. I’m like, “Hello I’m here you know!” And how they basically ignore me.”” Bristol Children’s Hospital

.My Optician in Wells Road - Fantastic Service, staff very welcoming and explain everything clearly and concisely.”

### Commentator : Patient at Linford Optician Bristol

We have been working with the Patient Experience Staff at local NHS Trusts and the Reasonable Adjustments Team at the University of Bristol to discuss how Autism Awareness training can be delivered across NHS Trusts. This is as a direct result of parent carers informing us of lack of awareness to sensory needs.

## Case study | The Care Forum - Bristol Advocacy

“Brilliant. She was dead good. Couldn’t have help me more. Helped with formatting of a complaint letter. Good to have a third person to sound things off who was not emotionally involved. Meant my complaint letter was less emotionally charged.”

## Case study |

Healthwatch Bristol attended Bristol Parent Carers AGM and Conference in June and listened to a parent who told us, “once I discovered Bristol Parent Carers through Healthwatch signposting, I have been attending local support groups. The GP was not aware of this and meeting with my peers has helped me to understand my son’s autism diagnosis better.”

# How we have gathered views of the public in Q1



The team attended 53 **engagement events and meetings** and heard from 124 people as well as staff about various topics related to mental health, and general patient services. We received 39 feedback feed forward reports. We received 45 emotional wellbeing questionnaires as well as individual online feedback.



Some highlights of the Quarter were the Sammy's Pop Up Event, we met with Bristol Youth Council and heard the views of young people, especially around their services in Bristol Children's Hospital.

Our Wellbeing Survey is open all year and you can still add your views here: <http://bit.ly/2FLIEIB>



We have produced 10 Impact Reports and these are on our website here: <https://bit.ly/2LsTy1d> around CAMHS, Bristol Children's Hospital, Dhek Bhal Men's Group, Prostate Cancer update, Reasonable Adjustments, Brunel Neurological Alliance, Trans Health Care and Well-being.

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## Feedback Received from BRI inpatient care:

“ BRI Surgical Team Staff have been very efficient processing hundreds of patients but I fell providing individual care within the limit of a well-oiled machine. They supported my needs and allowed me to hold my religious beads during my cancer operation and treatment! They respected my muslim culture and accomodated my wishes and needs. Most grateful!.”

# ‘What we’ve heard’ (in the 3 months up to June 2018)



The most frequently mentioned services are:

- Failure to make a reasonable adjustment in hospital
- Agency staff no continuity of care both in hospital & social care

The most frequently mentioned topics are:

- Waiting lists in primary and secondary care

124

Individual experiences were reported to us

43% positive

28% negative

(29% Neutral or mixed)

The services with the highest proportion of positive experiences\*

- University of Bristol NHS Trust (BRI)
- North Bristol NHS Trust
- Bristol Children’s Hospital

The services with the highest proportion of negative experiences\*

- North Bristol NHS Trust
- University of Bristol NHS Trust
- Avon and Wiltshire Mental Health Partnership

\* of services mentioned at least once/month

“I broke my finger and went to the children’s hospital with my Mum. We sat in the waiting room for 4 hours, but it only took 10 minutes to treat me. It was a bit of a waste of time when I was just put in a finger cast and sent home. Maybe we need to be made aware what our treatments options are, such as a walk in centre or minor injuries unit?”